

WS-029874-08-0180



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ORIGINAL

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM RECEIVED

Investigator: Sheila Stoeller

Phone: 602-542-4143

2011 SEP - Box: P 2: 11

Priority: Respond Within Five Days

AZ CORP COMMISSION

DOCKET CONTROL

Date: 9/7/2011

Complaint No. 2011 - 98846

Complaint Description: 05G Quality of Service - Pressure/Voltage
08A Rate Case Items - Opposed

First:

Last:

Complaint By:

Esther

Hoffman

Account Name:

Esther Hoffman

Home:

Street:

Work:

City:

San Tan Valley

CBR:

State:

AZ

Zip: 85143

is: E-Mail

Utility Company:

Johnson Utilities L.L.C. d/b/a Johnson Utilities Company

Division:

Water

Contact Name:

Daniel Hodges

Contact Phone:

Nature of Complaint:

*****THIS IS BEING ENTERED AS COMPLAINT & DOCKETED AS AN OPINION*****

From: Esther Hoffman [mailto:es13@cox.net]

Sent: Wednesday, September 07, 2011 2:50 PM

To: Utilities Div - Mailbox

Subject: Johnson Utilities

Importance: High

Arizona Corporation Commission

DOCKETED

SEP 8 2011

DOCKETED BY

To whom it may concern-

We just received word that Johnson Utilities in San Tan Valley was approved for their requested rate hike to the ACC. This news came as quite a shock to myself and those residents I know in this area...we really thought that FINALLY with the ACC involved we would get the service we truly deserve and their outrageous prices would be halted. Today it looks like we are in a losing battle as our hopes are dimming with this new hike.

For the past 3 WEEKS we have had significantly low water pressure, some have had a foul sewer smell to their water, and when we filled a tub of water it looked green as if we were in a 3rd world country (I truly wished I would have followed my gut instinct and taken a picture of it). When I called Johnson Utilities to complain they stated that they had a well that was down and that they were fixing it. I then asked them how long before it would be up again as the water pressure has been bad for the past 4 days to the point that it takes my toilets forever to flush and my kids barely can take a shower...their response was we don't know. Then I asked them if we were going to be credited anything since the water is not working properly...she then stated "Oh no you have water don't you so therefore there will be no credit". Oh yes I had water if you can call water coming out at the most 1/2 the speed it normally should. If they are going to give 1/2 the service we should pay 1/2 the price.

I have lived out here for 7 years and there has been nothing but headache with Johnson Utilities. There has ALWAYS been water pressure and the water smelling issues. Their customer service STINKS along with their water!!!! They know that they are the only ones out here for water and their attitude is basically we really don't care if you have water pressure, your water smells, or what it looks like just deal with it and you better pay your

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bill on time or we are cutting you off and then charging you through the roof to have it. They DON'T care at all about the customer or the product they deliver. The worst part about all of this is WE DON'T HAVE A CHOICE!!!!

If we have to pay higher prices then we DESERVE to have EXCELLENT service and the water that we pay for NOT this crap we have been getting for so very long!!!

Thank you for your time,

Esther Hoffman
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

9/7--complaint emailed to Johnson--opinion will be docketed.

9/8--sent customer info via email about contacting AZDEQ's Water Quality dept about the color, quality, etc.

Ms. Hoffman,

I was unable to reach you by phone so am emailing you instead. I have entered your comments re Johnson's issues into our database and have also forwarded your complaint to Johnson's office. They have 5 business days to respond. I must tell you that we have, this morning, received notice from our contact at Johnson that there are two wells out of service presently, greatly reducing water pressure. They hope to have systems back up by end of day.

Regarding your concerns about the quality/color, etc. of the water, you should call the AZ Dept of Environmental Quality's Water Quality department about those concerns. Their main number is 602-771-2300 and the operator should be able to direct you to the right office.

Thank you for voicing your opinion.

Sheila Stoeller
End of Comments

Date Completed:

Complaint No. 2011 - 98846

Substantiated/Un-Substantiated not yet determined

Notes: